

**DEPARTMENT OF ADMINISTRATIVE SERVICES
DIVISION OF FLEET OPERATIONS**

SERVICE LEVEL AGREEMENT FOR FISCAL YEAR 2007

In accordance with Administrative Rule R27-1-2 (38) The Division of Fleet Operations (hereafter referred to as DFO) and the Utah State Department of ????, hereafter referred to as the “Agency” are entering into this Service Level Agreement (SLA) and consent to the following provisions:

1. The Agency shall lease from DFO the vehicles found on the secured reports section of the DFO home page at the following address: http://fleet.utah.gov/services/reports/report_intro.htm. The Agency shall verify that all information included in the “Vehicle Listing” report is correct at the time the SLA is signed. If inaccuracies or missing pieces of information are discovered in the “Vehicle Listing” web report the Agency shall download the vehicle information in an Excel spreadsheet format from the web page, add columns next to the inaccuracies, and enter the correct information to be forwarded to DFO (Attention: Sam Lee, samlee@utah.gov). All changes to vehicle information stored in Fleet Focus (DFO’s fleet tracking system) or missing pieces of information must be submitted to DFO with the signed copy of this document for the SLA to be considered complete.

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Put an “X” in the box to the left to indicate your Agency has verified the information on the DFO “Vehicle Listing” web report referenced above.

2. The Agency shall pay to DFO a monthly lease for each vehicle for the duration of this SLA. As a part of all full service leases the Agency shall also pay a variable lease rate based on mileage to cover the cost of fuel, repair and preventive maintenance. All vehicle rates are approved by the Department of Administrative Services Rate Committee and by the State Legislature.
3. Entities not covered by the Utah State Risk Management Fund (non-state agencies) shall provide the Division of Risk Management with proof of third party liability insurance for each vehicle leased through this SLA.
4. In the event of an accident/incident involving a leased state vehicle from DFO, either the driver of the vehicle or the employing Agency shall notify within 24 hours of the occurrence of the accident, DFO and the Agency's Management (See Utah Admin.Code R27-7-2). DFO requires all accident reports to be submitted on line at the following DFO web page: <http://fleet.utah.gov/services/forms/acdntreptform.htm>. The Agency shall be responsible to pay the insurance deductible cost incurred as a result of an accident/incident involving a leased vehicle covered in this SLA. A loaner vehicle may be provided, if available, by DFO (meter charge only) while the permanently assigned leased vehicle is out of service for repair.
5. When designated DFO personnel receive a complaint about a state vehicle/driver, a written summary of the information received will be forwarded to the designated Agency contact to investigate. DFO expects a response to the validity of the complaint within 10 working days so a response can be provided back to the complainant. DFO must be notified if disciplinary

action taken against a state employee by a leasing Agency results in the suspension or restriction of the state employee's driving privileges for state vehicles.

6. Agency drivers shall take all full service lease vehicles to an authorized Automotive Resource International (ARI) vendor for all vehicle repairs. If the driver is unaware of an ARI approved vendor, call 1-800-227-2273 (ARI's main number) to obtain information about approved ARI vendors near the driver's location. The chosen vendor has the responsibility to obtain authorization for repair service and parts from ARI before any repair or service is completed on a state vehicle leased from DFO. Drivers of leased vehicles have no authority to authorize repairs to state vehicle leased from DFO. It shall be the responsibility of the Agency to pay any costs incurred for repairs to leased vehicles, covered by this SLA, due to operator error, abuse or neglect of the vehicle (determinations about operator error, abuse or neglect are made by the designated DFO employee, currently Al Orwin). Appeals of the decisions made by the designated DFO employee resulting in charges to the Agency for operator error, abuse or neglect of the vehicle shall be submitted in writing to the DFO Fleet Manager (currently Sam Lee).
7. In the event a DFO leased vehicle covered by this SLA is in need of extensive mechanical repair that will take longer than three working days a loaner vehicle may be provided, if available, by DFO (meter charge only) while the permanently assigned leased vehicle is out of service. The Agency shall return the loaner within 24 hours of the repaired vehicles return to service. Any loaner vehicle not returned within the 24-hour time frame shall be subject to the full daily rental rate.
8. All vehicles currently in a "full service" lease status will continue to be leased under this status as part of this SLA. Leased vehicles by the Agency under a "Capital" lease status will be allowed to continue a Capital only lease from DFO if reports from the Fleet Management system (FleetFocus) show that the 2006 fiscal year cost per mile for maintenance and repair at the standard class level is equal to or less than the cost per mile incurred by full service lease vehicles for maintenance and repair during fiscal year 2006.

In addition the Agency with Capital lease vehicles must:

- A. Use preventative maintenance programs that follow at least the vehicle manufacture's minimum requirements for service
- B. Set up appropriate preventative maintenance schedules in the Division of Fleet Operations fleet management system (FleetFocus)
- C. Accurately capture all maintenance and repair data in the Division of Fleet Operations fleet management system (FleetFocus)

If at anytime during the duration of this 2007 SLA, Fleet Operations determines the Agency is not following the minimum standards for Capital only lease vehicles (outlined above), the delegation privilege associated with the Capital only lease vehicle will be removed by the DFO Division Director and the status and rate of the Agency leased vehicles will be changed to the "full service" lease status. See R27-1-2 (8).

9. The Agency shall require vehicle operators to take all full service lease vehicles to repair

locations according to the prescribed preventative maintenance program published in the ARI coupon books. Failure by the Agency to have preventative maintenance performed on the leased vehicle as prescribed in the ARI coupon book shall result in the Agency paying any repair/replacement costs associated with the lack of preventative maintenance. A preventative maintenance program shall be available to each driver of capital lease vehicles to reference as vehicles pass set mile parameters (3,000 or 5,000 miles) for preventative maintenance. Capital lease Agencies must provide a copy of the preventative maintenance programs to DFO to complete the 2007 Service Level Agreement.

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Put an "X" in the box to the left to show your Agency has attached copies of the preventative maintenance programs used to maintain capital lease vehicles (The Agency must submit copies for each PM program at the standard class level where a Capital Lease will be in place for fiscal year 2007).

10. In the event the leased vehicle breaks down or warning lights indicate the leased vehicle should not be driven the Agency driver should call ARI roadside assistance (1-800-227-2273) for help. If the vehicle needs to be towed to a repair location, the driver must notify DFO within 24 hours where the vehicle was taken so appropriate arrangements can be made to return the leased vehicle to its home location with the Agency.
11. The Agency shall require all vehicle operators within their Agency to abide by all state and federal laws governing the licensing and operation of a motor vehicle (See Administrative Rule R27-3-13). In addition the Agency shall provide each employee's drivers license information to DFO through the Operator ID module in Fleet Focus (DFO's fleet management software program). Driver licenses are checked each week with the Department of Public Safety, Driver's License Division to identify for DFO, which state employees are currently able to use a state vehicle and which are potentially driving without a valid Utah driver's license.
12. Only Agencies with specific authority in state statute besides DFO are allowed to purchase, maintain and surplus state vehicles. Agencies with this authority shall follow all administrative rules governing the use of state leased vehicles. A current reference to all administrative rules related to DFO leased vehicles can be found at the following link:
<http://fleet.utah.gov/services/policies/fofleetpolicies.htm>
13. The Agency shall park all DFO leased vehicles in a safe and secure location. Vehicles should always be locked when not in use and parked off the street where possible.
14. Drivers shall enter correct odometer readings when fueling leased vehicles covered by this SLA. In the event a wrong odometer reading is entered, the Agency contact for "meter rejects" may be notified by a designated DFO employee to verify the correct mileage. Blatant error meter entries will result in a one-time charge (OTC) fee according to the DFO approved rate schedule.
15. The Agency shall provide appropriate safety inspections and emissions certificates from vendors for both marked and unmarked vehicles on or before the date assigned by the DFO's Operations staff in email notifications to the Agency.

16. The replacement criteria for vehicles leased from DFO is based mainly on mileage. DFO leased vehicles will be replaced when they reach 90,000 miles (all regular unleaded gasoline engines) or 180,000 miles for designated diesel vehicles. Some leased vehicles will exceed a 12, 15, or 20-year maximum replacement schedule (depending on the rental class) and will be replaced on year criteria regardless of the 90,000 or 180,000 mileage replacement requirement because the vehicles are in a “low use” environment. See the current “Rate Matrix” published in the DFO web page for the most up to date rate information for leased vehicles.

The fixed monthly rates associated with DFO vehicle leases will be adjusted in July of 2006 and January of 2007 to reflect the use of the vehicle by the Agency according to the DFO published rate matrix. The vehicle replacement list for model year 2007 will be created after the state contracts from the vehicle manufacturers are finalized by the State’s Division of Purchasing in the fall of 2006. Ordering of replacement vehicles will be made from December 2006 to April of 2007. It is anticipated that the exchange of vehicles for model year 2007 will take place primarily during the months of March, April, May, and June of 2007 but may be delayed depending on delivery from the manufacturers to DFO.

17. All leased vehicles not designated as “low use” should meet DFO’s “Standard Utilization Schedule” of at least 625 miles per month. Every quarter (January, April, July, October) DFO will send out current utilization information to all fleet contacts of leasing Agencies. Vehicles not marked as low use that remain on the underutilized list for 6-12 months will be designated as “chronically underutilized” and may be subject vehicle reassignment or reallocation according to Administrative Rule R27-4-12.

18. As part of all leases, DFO shall provide the following services:

- Daily vehicle rentals available through the motor pool locations managed by DFO
- Access to web reports via the DFO web page.
- A \$0.20 per gallon rebate for using natural gas fuel in bi-fuel or dedicated natural gas vehicles
- Repair coordination services for accidents and vehicle breakdowns
- A preventive maintenance coupon book from ARI (full service lease vehicles only)
- Emergency roadside assistance through ARI

19. The Agency shall provide a designated contact for each category of Fleet Management identified by DFO. Please review and update the contact information for each Fleet Management category in the designated contact spreadsheet from DFO. Your Agency’s SLA for FY2007 will not be considered complete until all Agency contact information is returned via email to the DFO Fleet Manager (currently Sam Lee).

20. The Agency shall monitor the exception reports provided on the DFO web page at the following address: <http://fleet.utah.gov/services/reports/reportintro.htm>. The purpose of the monitoring is to assist the Agency in its management of the proper use and utilization of each leased vehicle. Specifically the Agency should check and analyze the “zero miles

report”, “cost per mile exception reports”, “fleet at a glance report”, “gascard fueling history report”, “outstanding recall report”, “Dirty Dozen Report” and “Vehicle Detail” at least monthly.

21. This SLA may be renegotiated at any time with 30-days prior written notice and agreement from DFO and the Agency.
22. The Agency agrees to have all drivers of full size passenger vans sign the “Full Size Passenger Van Protocol” before they drive a DFO leased full size passenger van. The Agency also agrees to keep the hard copy signed protocols on file for the active time period for audit review by the State of Utah Division of Risk Management at anytime.

By signing below I signify that I have read and understand the language of this service Level Agreement and agree to follow the language of the SLA as it is written above:

Margaret Chambers	Division Director	May 10, 2006
_____	_____	_____
DFO Representative	Title	Date

_____	_____	_____
Agency Fleet Manager	Title	Date

_____	_____	_____
Agency Director	Title	Date